

DOCKET NO.: USYS-0046



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Timothy M. Young, Steven J. Capriotti,

Steven Luzeski, and Barbara E. Osder

Serial No.: 09/363,339

Filing Date: July 29, 1999

For: VOICE MESSAGING SYSTEM WITH ENHANCED CUSTOMIZABILITY

Confirmation No.: 8021

Group Art Unit: 2645

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Please find enclosed 10 sheet(s) of formal drawings comprising Figures 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, and 14 relating to the above-identified patent application.

DOCKET NO.: USYS-0046

- 2 -

PATENT

This Letter, and the enclosed drawings, each bear the Serial No. (if assigned yet), Title, Inventor Name(s), Docket No. and name and telephone number of responsible attorney of the application on the front of the respective document. Please charge any comparison fees to our Deposit Account No. 23-3050.

Date: March 21, 2003



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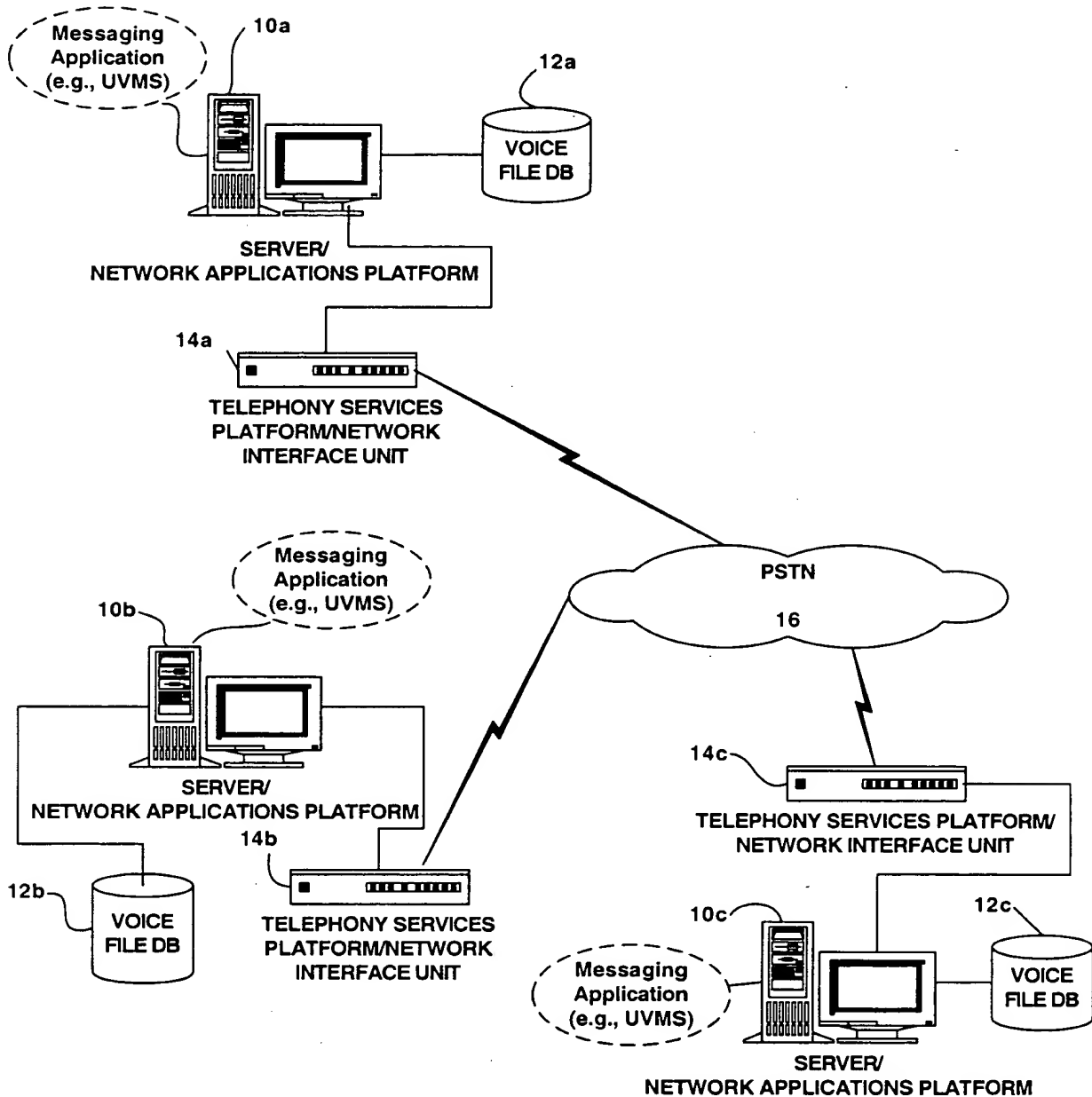


FIGURE 1
(PRIOR ART)

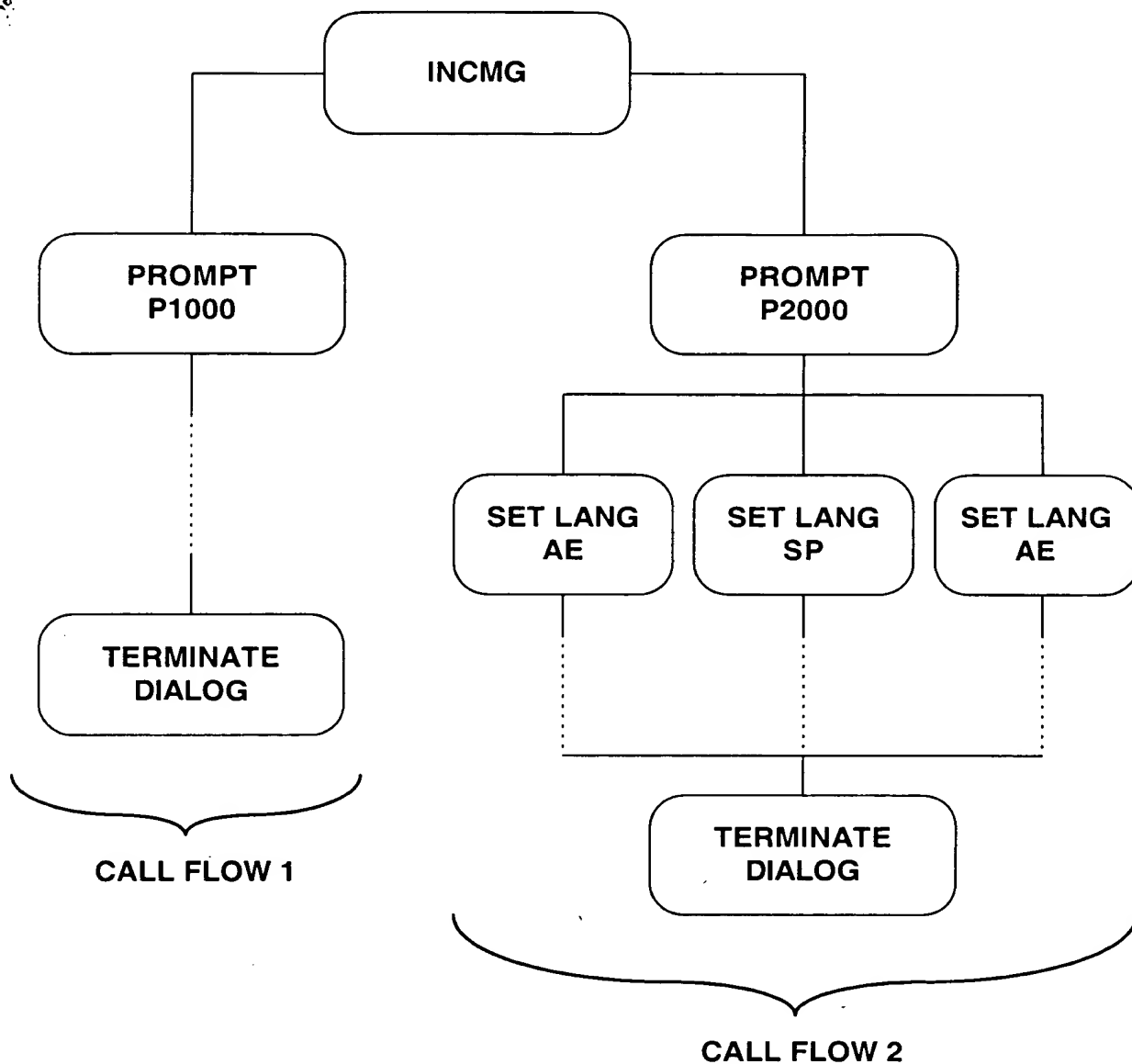


FIGURE 2

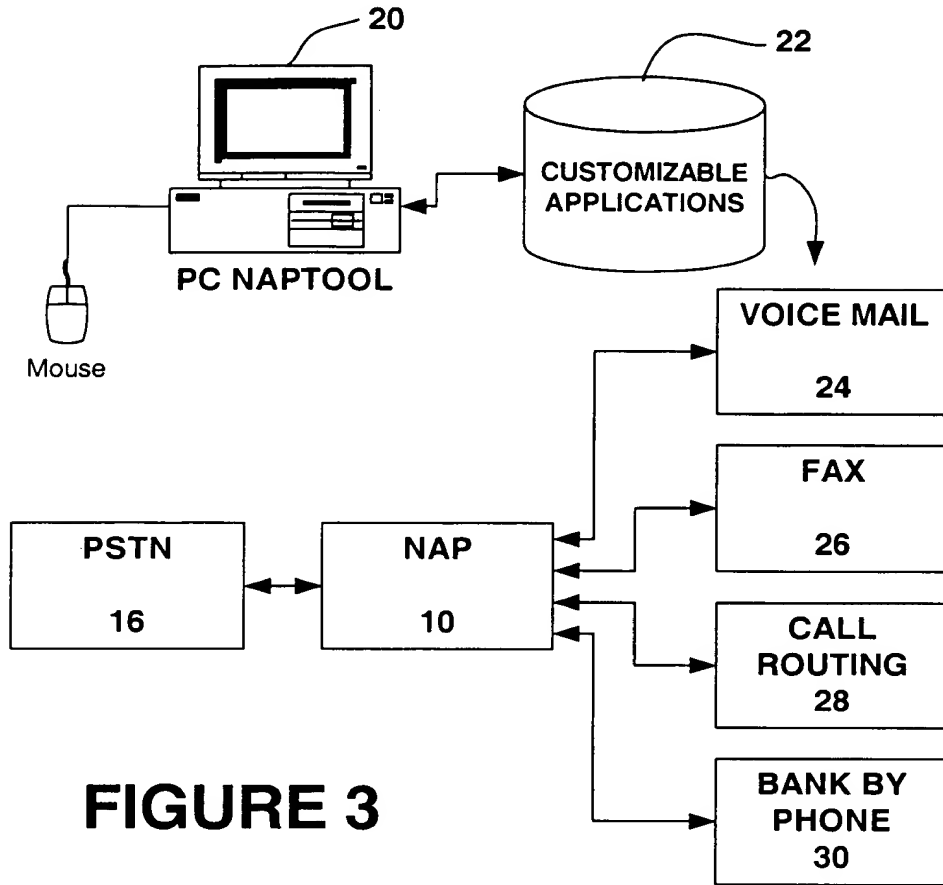


FIGURE 3

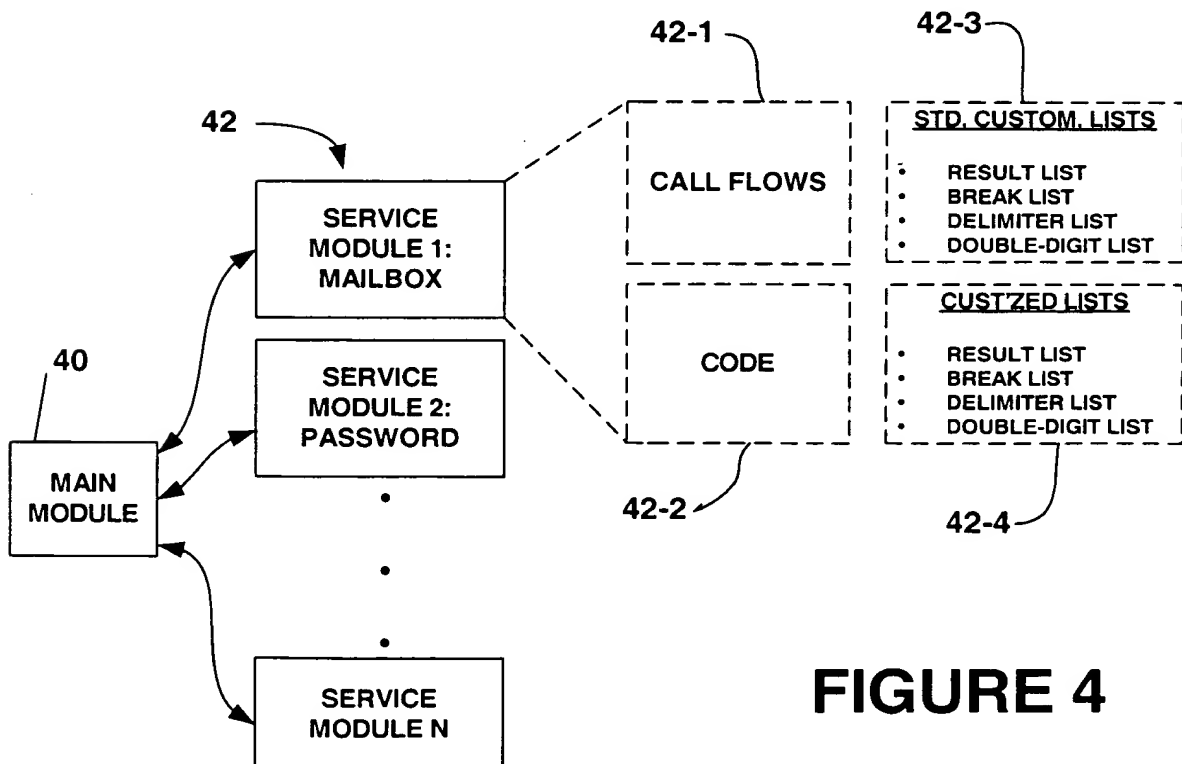


FIGURE 4



FIGURE 5

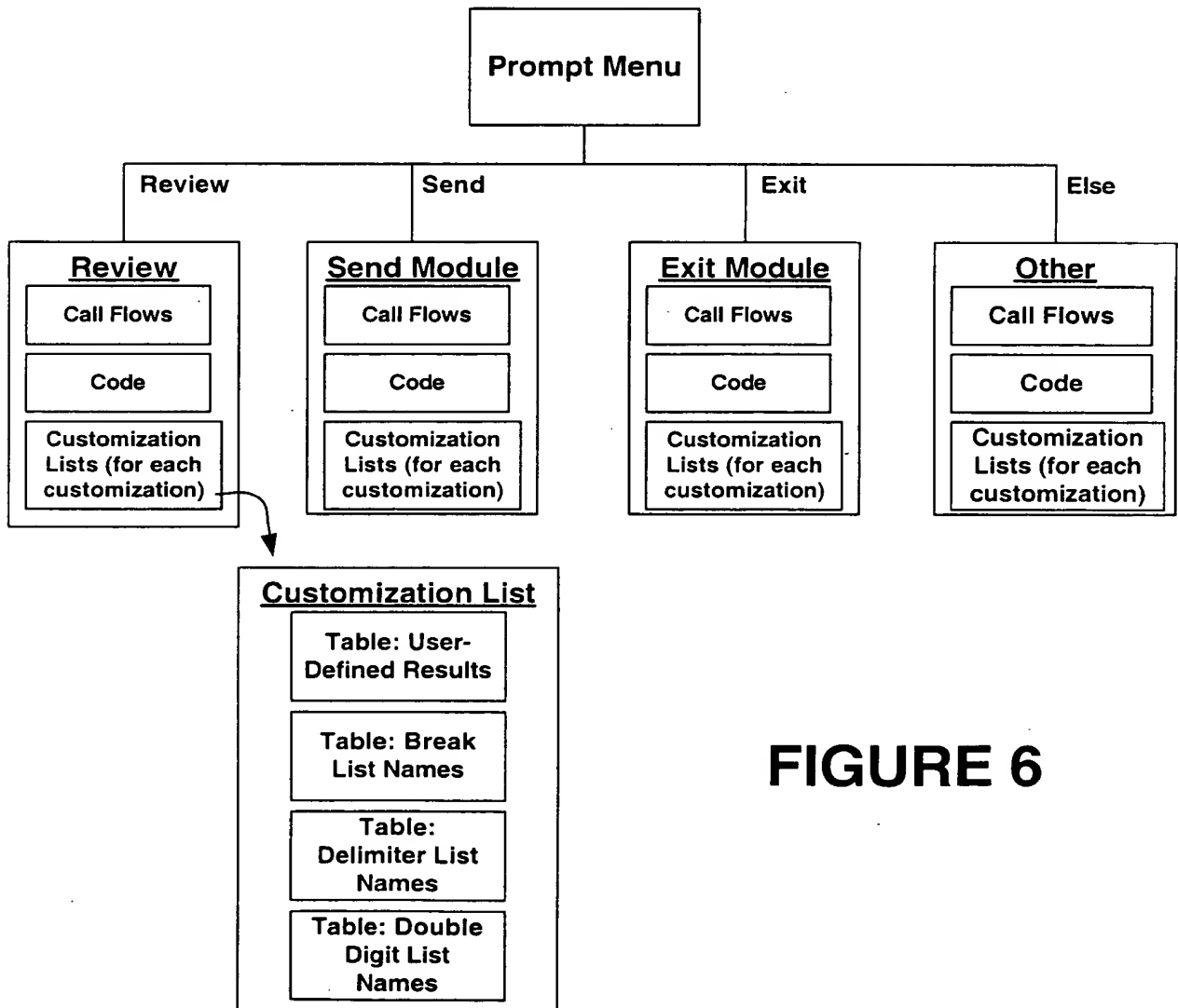
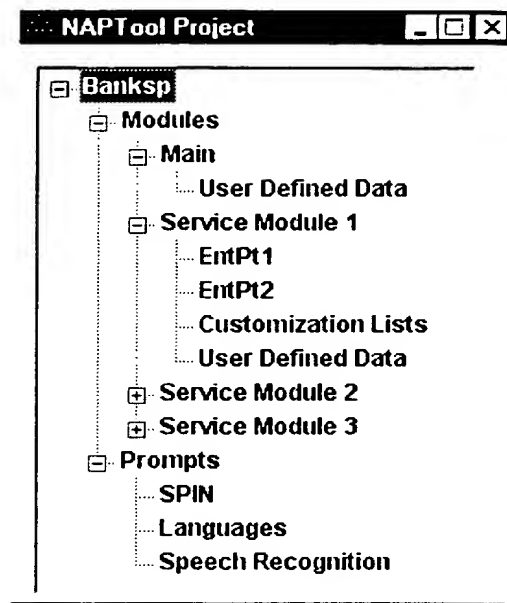
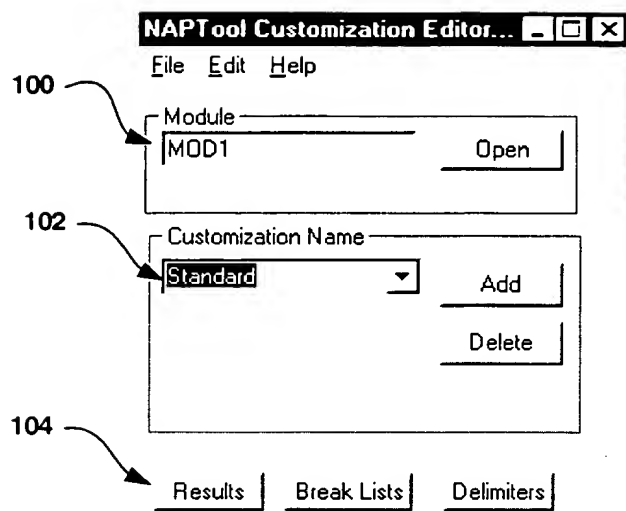
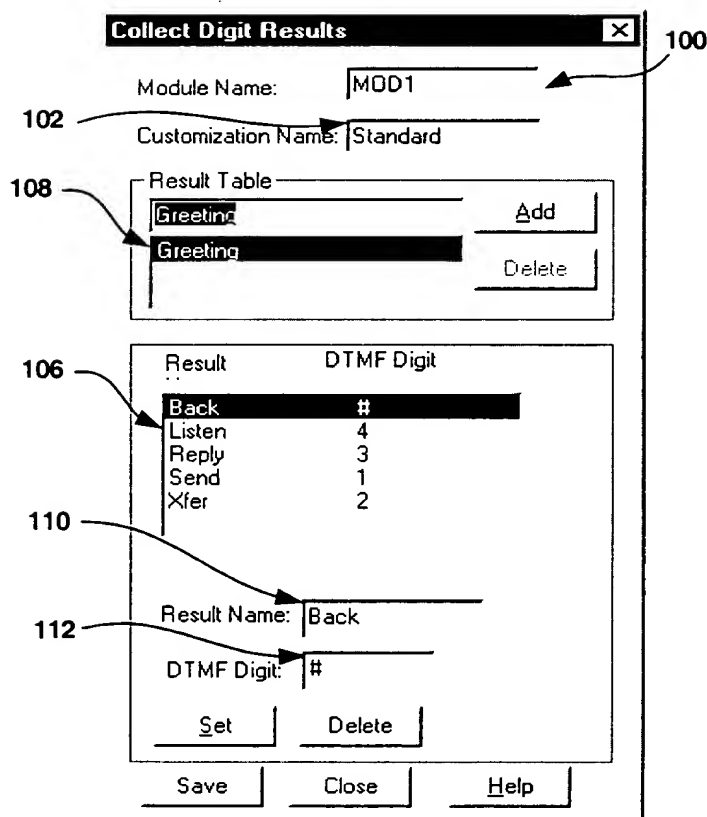


FIGURE 6

**FIGURE 7****FIGURE 8**



Collect Digit Results [X]

Module Name:

Customization Name:

Result Table

Greeting	Add
Greeting	Delete

Result	DTMF Digit
Back	#
Listen	9
Reply	8
Send	6
Xfer	7

Result Name:

DTMF Digit:

FIGURE 9

Collect Digit Results [X]

Module Name:

Customization Name:

Result Table

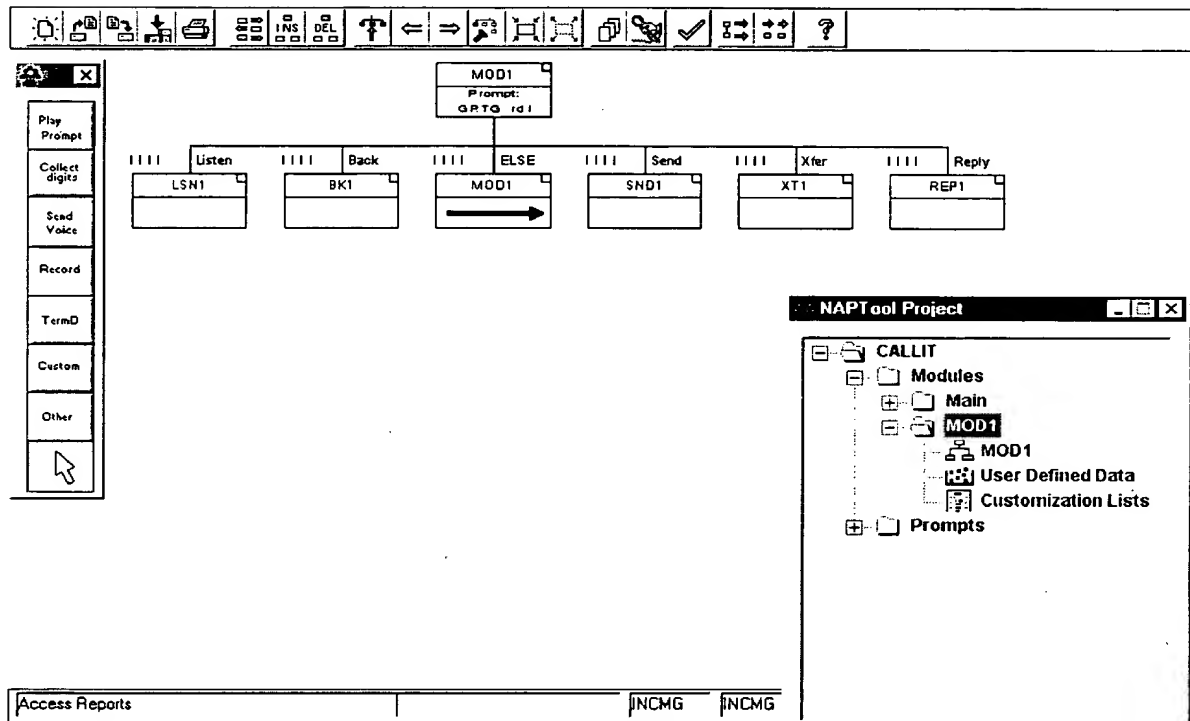
Greeting	Add
Greeting	Delete

Result	DTMF Digit
Back	*
Listen	4
Reply	3
Send	NULL
Xfer	NULL

Result Name:

DTMF Digit:

FIGURE 10

**FIGURE 11**



102

Customization
Standard

Options
☒ Create **Build**
☐ Transfer
☐ FTP Utility
☐ Install

Transfer Options
☒ FTP
☐ INFOConnect
Configure

112

Messages

15:18:46 ***** Begin Build of Flat Files *****
Building Call Flow file: build\MOD1.FLO
Building Custom Function attribute file: build\MOD1.CAT
Building Test mode file: build\MOD1.FTM
Building Release Control file: build\MOD1.FRC
Building User Defined Data file: build\MOD1.FUD
15:18:46 ***** End Build of Flat Files *****

Cancel **Help** **Save Messages**

FIGURE 12



102

Customization
Customer1

Options
☒ Create **Build**
☐ Transfer
☐ FTP Utility
☐ Install

Transfer Options
☒ FTP
☐ INFOConnect
Configure

Messages

112

Building User Defined Data file: build\MOD1.FUD
15:18:46 ***** End Build of Flat Files *****
15:19:14 ***** Begin Build of Flat Files *****
Building Call Flow file: build\MOD1.FLO
Building Custom Function attribute file: build\MOD1.CAT
Building Test mode file: build\MOD1.FTM
Building Release Control file: build\MOD1.FRC
Building User Defined Data file: build\MOD1.FUD
15:19:14 ***** End Build of Flat Files *****

Cancel **Help** **Save Messages**

FIGURE 13



102

Customization
Customer2

Options

☒ Create **Build**

☐ Transfer

☐ FTP Utility

☐ Install

Transfer Options

☒ FTP

☐ INFOConnect

Configure

112

Messages

Building User Defined Data file: build\MOD1.FUD
15:19:14 ***** End Build of Flat Files *****
15:19:51 ***** Begin Build of Flat Files *****
Building Call Flow file: build\MOD1.FLO
Building Custom Function attribute file: build\MOD1.CAT
Building Test mode file: build\MOD1.FTM
Building Release Control file: build\MOD1.FRC
Building User Defined Data file: build\MOD1.FUD
15:19:51 ***** End Build of Flat Files *****

Cancel **Help** **Save Messages**

FIGURE 14